

DEPARTMENT OF CONSUMER AFFAIRS



SUPERVISING INVESTIGATOR II DEPARTMENTAL – PROMOTIONAL

www.dca.ca.gov

The Department of Consumer Affairs provides equal employment opportunities to all regardless of age, race, sex (Gender), ancestry, color, religion, disability, national origin, marital status, political affiliation or opinion, sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

WHO MAY APPLY

1. Applicants must have a permanent civil service appointment with the Department of Consumer Affairs by the final filing date in order to take this examination; or
2. Meet the provisions of the State Personnel Rules 234 or 235; or
3. Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or
4. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years, as defined in Government Code 19882; or
5. Must be a person retired from the United State military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991. (Applicants must submit a copy of Form DD214 along with their standard state application [STD. 678]). Veteran's Preference Credits are not granted in promotional exams.

HOW TO APPLY

Please submit an application (STD. 678) to the address indicated below. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

NOTE: All applications must include: "to" and "from" dates (month/day/year); time base; civil service class titles and range (if applicable). Applications received without this information may be rejected. Resumes will not be accepted in lieu of a completed State Application, Form STD 678.

WHERE TO APPLY

MAIL TO:

Department of Consumer Affairs
 Attn: Selection Services (L. Rifredi)
 P.O. Box 980428
 West Sacramento, CA 95798-0428

HAND DELIVER TO:

Department of Consumer Affairs
 Attn: Selection Services (L. Rifredi)
 1625 N. Market Blvd., Suite N 321
 Sacramento, CA 95834

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunication Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.

FINAL FILE DATE

March 24, 2009. Applications must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered or received via interagency mail after the final filing date will not be accepted. Applications must have an original signature; therefore, faxed applications will not be accepted for any reason.

SALARY RANGE

\$6058 -\$7679 per month

EXAMINATION DATES

It is anticipated that the Qualifications Appraisal Panel (QAP) Interviews will be held during the months of May 2009.

REQUIRED IDENTIFICATION

Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements for this examination by the final file date. It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

**MINIMUM
QUALIFICATIONS**

Qualifying experience may be combined on a proportionate basis if the requirements state below include more than one pattern and are distinguished as "Either" I, "or" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Either I

Experience: One year of experience in the California state service performing the duties of a Supervising Investigator I, Department of Consumer Affairs.

Or II

Experience: Three years of experience in the California state service performing the duties of a Senior Investigator, Department of Consumer Affairs.

Or III

Experience: Five years of progressively responsible experience as a peace officer involved in civil or criminal investigative work, including or supplemented by at least two years of supervisory experience in an investigative assignment. (Experience in California state service applied towards this requirement must include at least three years performing duties of a class at a level not less than that of a Senior Investigator, Department of Consumer Affairs.); **and**

Education: Equivalent to completion of two years of college with a major in criminal justice, police science, law enforcement or criminology.

**DEFINITION OF
TERMS**

"Performing the duties of" means that the applicant must have the amount of experience in State civil service in the class or have served in a Training and Development Assignment in the class specified.

"Equivalent to two years of college" means an Associates Degree, completion of the number of units typical of two full years of college (60 or more semester units or 90 or more quarter units) with a major in criminal justice, police science, law enforcement, or criminology.

**POSITION
STATEMENT**

This is the full supervisory level in the series. Incumbents plan, organize, and direct the investigation program in an assigned geographic region of the State; assign priorities and develop specific work plans for all program components in their region; review work progress and workload requirements; assist in the development and implementation of administrative policies and procedures. Incumbents may assist the Chief in planning, developing and directing a statewide investigative program/operations; act in the absence of the Chief; and may act as liaison with related law enforcement and allied agencies.

Positions exist in Sacramento and Los Angeles.

**EXAMINATION
INFORMATION**

This examination will consist of a structured exercise followed by a Qualifications Appraisal Panel (QAP) Interview weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. ***Candidates who do not appear for the interview will be disqualified.***

**EXAMINATION
SCOPE**

In evaluating the candidate's knowledge, skills and abilities, the exam has been developed to measure each candidate's:

KNOWLEDGE OF:

1. Administrative and criminal investigative techniques.
2. Interview and interrogation process and procedures.
3. Provisions of the Government Code, Health and Safety Code, Business and Professions Code, California Penal Code, Controlled Substances Act and other related codes.
4. Administrative and criminal procedures.
5. Methods used in securing and preserving of evidence.
6. Advanced training techniques and methods as applied to peace officer training.
7. Laws of arrest.
8. Search and seizure.
9. Techniques and methods used in administering specialized investigative and enforcement programs, implementing training programs and in exchanging information with multi-jurisdictional agencies.
10. Current management theories and methods of evaluation, organization and functions for the Department of Consumer Affairs, and other local, State and Federal agencies.
11. Principles and techniques of supervision.
12. The department's Equal Employment Opportunity Program objectives, a supervisor's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.
13. Program policy and procedures.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

**EXAMINATION
SCOPE**

ABILITY TO:

1. Develop techniques, methods and skills required in the conducting of administrative and criminal investigations.
2. Apply laws and rules of evidence to specific situations.
3. Gather and analyze facts and evidence and present such evidence as required.
4. Analyze situations accurately and take effective action.
5. Participate actively in surveillance investigations.
6. Interview and interrogate.
7. Effectively control informants, paid operatives and confidential informants.
8. Appear as an expert witness.
9. Use and maintain firearms.
10. Serve subpoenas, write and execute search warrants and subpoena duces tecum.
11. Prepare accurate investigation reports.
12. Establish and maintain cooperative working relationships.
13. Communicate effectively both orally and in writing.
14. Administer and manage a law enforcement program.
15. Plan, organize, coordinate, evaluate and direct the investigative efforts of multiple field offices in a given geographical area.
16. Implement training programs.
17. Assist in the formulation of the program's policies.
18. Assist in administering specialized investigator training programs statewide.
19. Address boards and bureaus, general public and allied agencies regarding the Department's mission and purpose.
20. Utilize effective and contemporary methods of sound fiscal and personnel management.
21. Research, recommend and implement alternative organizational improvements.
22. Effectively supervise the work of a team of investigators and other administrative personnel.
23. Conduct and conclude background and internal affairs investigations.
24. Independently direct a special project or assignment.
25. Effectively contribute to the Department's Equal Employment Opportunity objectives.
26. Operate a vehicle.

**JOB
CHARACTERISTICS**

All levels in the Investigator, Department of Consumer Affairs, class series will be required to satisfactorily complete a basic investigative training course as prescribed by the Commission on Peace Officer Standards and Training (POST) prior to the completion of their probationary period. In addition, the Supervising Investigator classes will be required to complete the supervisory course as prescribed by POST. These courses must also be completed prior to the completion of the probationary period of the respective class. Failure to do so will be considered evidence of unsatisfactory progress and cause for rejection during the probationary period.

**SPECIAL PERSONAL
CHARACTERISTICS**

Willingness to work in various locations throughout the State and at odd and irregular hours; keenness of observation; good memory for names, faces, places, and incidents; tact; willingness to associate with criminally inclined person and environments; satisfactory record as a law-abiding citizen; ability to work under stress and adverse conditions; and possession of a valid California driver's license of the appropriate class issued by the Department of Motor Vehicles.

**SPECIAL PHYSICAL
CHARACTERISTICS**

Good health, emotional maturity and stability; sound physical condition; strength, endurance and agility necessary to cope with the demands of the job; normal hearing; normal vision or vision corrected to normal; weight proportional to age and height.

**CITIZENSHIP
REQUIREMENT**

Existing law provides that peace officers be either a U.S. citizen or a permanent resident alien who is eligible for and has applied for U.S. citizenship at least one year prior to the final file date for this examination. The one-year requirement does not apply to permanent resident aliens who have applied for peace officer classes prior to their 19th birthday. {Government Code Section 1021(a)}.

MINIMUM AGE

Minimum age at time of appointment: 18 years. **(Applicants must state their birth date on their application.)**

**FELONY
DISQUALIFICATION**

Existing law provides that persons convicted of a felony are disqualified from employment as peace officers. Such persons are not eligible to complete for, or be appointed to, positions in this class. In addition, use of "hard drugs" (e.g., heroin, cocaine, or hallucinogenics) at any time as an adult constitutes basis for disqualification from peace officer examinations. {Government Code Section 1029.}

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

FIREARM DISQUALIFICATION	Persons convicted of a misdemeanor crime of domestic violence as defined in the 1996 amendment of the Federal Gun Control Act of 1968 are disqualified from appointment to this classification. In addition, anyone who is restricted for employment-related purposes from accessing, possessing, carrying, receiving, or having under his/her control, a firearm or ammunition under all application State or Federal laws is ineligible for appointment to any position in this classification.
BACKGROUND INVESTIGATION	Pursuant to Government Code Sections 1031(a) and 8880.38 all persons successful in examinations for this class will be required to undergo a thorough background investigation prior to appointment.
MEDICAL REQUIREMENT	Pursuant to Government Code Section 1031(f), persons appointed to a peace officer class shall undergo a medical examination to determine that he/she can perform the essential functions of the job safely and effectively.
PSYCHOLOGICAL REQUIREMENT	Government code Section 1031(f) and POST regulation 1002(a)(7) requires psychological screening of applicants for peace officer classifications.
ELIGIBLE LIST INFORMATION	A departmental promotional eligible list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
VETERAN PREFERENCE CREDIT	Veterans preference credit is not granted in promotional examinations.
QUESTIONS	If you have any questions concerning this announcement, please contact the Department of Consumer Affairs, Selection Services & Recruitment Unit, 1625 N. Market Blvd, Ste N-321, Sacramento, CA 95834, (916) 574-8352.

GENERAL INFORMATION

The Department of Consumer Affairs' Selection Services Unit and/or the State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if there are any changes in circumstances surrounding the original examination plan.

It is the candidate's responsibility to contact the Department of Consumer Affairs' Selection Services Unit at (916) 574-8370 three weeks after the final file date if a progress note is not received.

If the candidate's notice of exam fails to reach the competitor prior to the interview date due to a verified postal error, the competitor may be rescheduled upon written notice.

Applications are available the State Personnel Board office, local Employment Development Department offices, the Department of Consumer Affairs and at www.spb.ca.gov.

If you meet the requirements stated on this examination bulletin, you may take this examination. Possession of the entrance requirements does not assure success in the exam or placement on the employment list. Your performance in the examination described on this bulletin will be compared against predetermined rating criteria. All candidates who pass will be ranked according to their scores.

Examination Locations: The locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento and Los Angeles.

Employment lists: Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. Competitors must be in a state of health consistent with the ability to perform the essential functions of the duties assigned to the class. A medical examination may be required. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION